

SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **COMMUNITY SERVICES WORKER**

Jurisdictional Class: **Competitive; Non-Competitive, p.t.**
Date Adopted: **October 6, 1986**
Date Revised: **7/6/88; 8/3098; 4/26/01; 6/6/03, 2/07/08**
Jurisdictions: **County**
Union Status: **CSEA**
Pay Grade: **7**

DISTINGUISHING FEATURES OF THE CLASS: This position involves paraprofessional functions in a service agency in support of staff in implementing programs and delivery of services to clients. Duties are carried out under direct supervision but with some latitude for exercising independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only):

Interviews and assesses client eligibility in the area of any program the agency deems necessary;
Makes home visits to gather information on clients' needs or eligibility determinations;
Screens clients to determine what programs they may be eligible for and refers to appropriate program staff;
Provides information to and monitors compliance both of vendors of services and of clients with various requirements of eligibility programs;
Assists in communication between agency, client and the community by clarifying agency programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;
Provides information to individuals or groups concerning services offered by public and private agencies;
May interview clients to complete applications for income maintenance programs;
May help process forms and enter data on agency programs or other management information systems;
May perform other support or clerical functions related to eligibility functions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Ability to establish and maintain cooperative and courteous relationships with clients, agency staff and the general public; ability to interpret agency programs, goals and eligibility requirements in language that promotes understanding of the agency; ability to analyze facts obtained and use facts in making judgments about eligibility; ability to understand and follow instructions; knowledge of community resources and organizations; ability to operate an alpha-numeric keyboard; ability to prepare accurate reports and ability to read and write English.

MINIMUM QUALIFICATIONS:

- (A) Nine (9) credit hours of academically successful college study in a fiscal, business, human services or governmental field of study; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma and one (1) year of experience in one of the helping professions (social work; childcare; mental health; mental retardation; early childhood education; working with the elderly, terminally ill or individuals with learning disabilities); **OR**
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

Last Reviewed: 2/07/2008

Last Updated: 7/6/88; 8/3098; 4/26/01; 6/6/03, 2/07/08

Reviewed By: n/a

Last Reallocated: n/a

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NOTE: Part-time employment can be pro-rated to count towards fulltime (Example: six (6) months PT equals three (3) months FT) and a higher level of education can be pro-rated for experience up to a year.

SPECIAL REQUIREMENT: This class requires extensive travel. Incumbents will be required to possess a valid, appropriate level, New York State Motor Vehicle operator's license, or otherwise demonstrate the ability to meet the travel needs of the job.

Last Reviewed: 2/07/2008

Last Updated: 7/6/88; 8/3098; 4/26/01; 6/6/03, 2/07/08

Reviewed By: n/a

Last Reallocated: n/a